



# CRITICAL INFORMATION SUMMARY

## Bundled Phone and Internet 200GB Plan - \$109.90 per month

### Information about the service

Your plan is a bundle which includes:

- A telephone service
- ADSL Broadband for your internet service

Your telephone and broadband services must be connected at the same physical address.

Description of Service	
<b>Minimum term</b>	Choice of 0-month - \$199.00 setup 12-months - \$99.00 setup 24-months - \$0.00 setup
<b>Included data allowance</b>	<b>200 Gigabyte (GB)</b> – where 1GB(Gigabyte) = 1000MB(Megabytes). Your unused allowance expires each month. If you exceed this limit in a monthly billing period, you won't be charged extra for use.
<b>Calls</b>	Calls are billed on top of the monthly access fee from the next generated invoice.

This service is only available in certain areas.

### Information about pricing

Telephone Component	
<b>Minimum monthly charge</b>	\$30.00 per month
<b>Maximum charge for early termination</b>	Early termination fee is the monthly access fee for the remainder of the contract period plus accrued and unpaid usage charges up to termination.
<b>Local calls</b>	\$0.18 untimed
<b>National calls</b>	\$0.19 per minute + \$0.10 flagfall. Cost of a standard 2 minute call including flagfall is \$0.48
<b>National mobile calls</b>	\$0.24 per minute + \$0.10 flagfall. Cost of a standard 2 minute call including flagfall is \$0.58
<b>13 &amp; 1300 calls</b>	\$0.35 untimed
<b>International calls</b>	Variable – call rates can be obtained by logging into member's portal. Or by contacting our customer service centre on 02 8332 3030.
<b>Flagfall</b>	\$0.10 charge applies to all calls except local and 13 & 1300 calls.

Internet Component	
<b>Minimum monthly charge</b>	\$79.90 per month
<b>Included data</b>	200 Gigabytes (GB)
<b>After limit reached</b>	Speed slowed to 72kbps
<b>Data rated at</b>	\$0.3995 per GB

### Early Termination

Early termination fee is the monthly access fee for the remainder of the contract period plus accrued and unpaid usage charges up to termination.



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### Minimum total cost

- 0-month contract - \$308.90
- 12-month contract - \$1417.80
- 24-month contract - \$2637.60

### Purchasing a modem/router

You will need a modem/router in order to use the Internet, if you do not own one already you can purchase one from us.

The cost for a modem/router from us is **\$189** which includes pre-configuration and delivery.

## Other information

### Monitoring your usage

You may view your usage by logging into our member's portal. Access it from <https://my.fantel.com.au/>.

### Billing

Your call and/or data usage is also based on your billing cycle and your first month may include proportional usage based on the remaining days in that billing cycle.

Each bill includes usage charges and the minimum monthly charge in advance.

A \$2.20 invoice payment and handling fee will be charged if you are not setup for automatic payment using a credit card.

### Customer service details

For further assistance, please contact our customer service centre at 02 8332 3030.

If you wish to make a complaint, please contact our complaints resolution team at the same number above or lodge your complaint by emailing [complaints@fantel.com.au](mailto:complaints@fantel.com.au).

### Telecommunications Industry Ombudsman

If you are not satisfied with the resolution of your complaint by Fantel Pty Limited, you may wish to contact the Telecommunications Industry Ombudsman, an independent dispute resolution body, by:

- a. Calling 1800 062 058; or
- b. Emailing to [tio@tio.com.au](mailto:tio@tio.com.au); or
- c. Faxing to 1800 630 614; or
- d. By post to PO Box 276, Collins Street West, VIC 8007.